

MINI POOL HEAT PUMP

User Manual

Model: GTSP007Y



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IMPORTANT NOTES

Dear Customer

Your new GMC Heat Pump has been manufactured in a state-of-the-art facility and has passed the strictest quality control procedures. Please read this manual carefully before using your appliance for the first time and then please store this manual in a safe place for future reference.

Thank you again for choosing GMC.

If you have any issues at all with your product or any questions then the quickest route for resolution is to please contact us on info@gmcaircon.com or www.gmcaircon.com or 012-661-1173.

We will be able to resolve any issues that may arise and our technical team is always on hand for assistance. We pride ourselves on 100% customer satisfaction and we trust you will enjoy your new product.

Record in the space below the listed information for future reference.

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....



Do not attempt to maintain the appliance yourself. Only authorised agents are to carry out repairs.

GTSP007Y SPA / Jacuzzi / Pool Heat Pump

Safety Information

Important Safety Information – Please Read Before Use

For your safety and to ensure reliable operation, read this manual carefully before installing, operating, or maintaining the heat pump. Failure to follow these instructions may result in injury, electric shock, fire, equipment damage, or loss of warranty coverage.

About the R32 Refrigerant

This heat pump uses R32 refrigerant, a high-efficiency refrigerant with lower environmental impact than many traditional refrigerants.

Important:

- R32 is mildly flammable and odourless.
- Keep the unit away from open flames, sparks, hot surfaces, and other ignition sources.
- Do not smoke near the unit during installation, operation, or servicing.
- Never pierce, cut, weld, or burn any refrigerant component.
- Refrigerant leaks must be handled by qualified personnel only.

General User Safety

- This appliance may be used by children aged 8 years and older when properly supervised.
- Children must not play with the appliance.
- Cleaning and basic user maintenance must not be carried out by children without supervision.
- Do not insert objects into the air inlet or outlet.
- Never operate the unit if it has been damaged during transport or installation.
- Keep the area around the heat pump clear and free from obstructions.
- Do not modify the appliance or its controls.

Electrical Safety

- Installation must comply with all local electrical regulations.
- The unit must be properly earthed (grounded).
- A suitably rated isolator and residual current device (RCD) must be installed.
- Always disconnect power before cleaning, inspecting, or servicing the unit.
- If the power cable is damaged, it must be replaced by an authorised technician.
- Do not operate the unit with damaged wiring or electrical components.

Installation Requirements

- This heat pump is designed for outdoor installation only.
- Install on a stable, level surface capable of supporting the unit's weight.
- Ensure adequate airflow around the unit at all times.
- Do not install in enclosed spaces, bathrooms, laundry rooms, or areas containing flammable materials.
- Never block the air inlet or outlet openings.

Pool and Spa Safety

- This heat pump is intended for residential swimming pools and spas only.
- Keep children away from pumps, filters, valves, and associated equipment.
- Ensure equipment positioning does not provide climbing access to the pool area.
- Switch off all circulation equipment before performing maintenance.

Cold Weather Protection

- Drain the heat pump if it will be switched off for more than 24 hours and temperatures may fall below 0°C.
- Following an extended power outage in freezing conditions, drain the unit to prevent ice damage.
- Failure to drain the unit may result in freeze damage that is not covered under warranty.

Transport and Storage

- Always transport the heat pump in an upright position.
- Do not tilt the unit more than 45°.
- Avoid impacts or excessive vibration during handling.

- Store in a dry, well-ventilated location away from ignition sources and direct heat.

Technical Safety Information – For Qualified Service Personnel Only

The following information applies only to qualified refrigeration and electrical technicians trained to work with flammable refrigerants.

R32 Refrigerant Safety Requirements

- Only competent and certified personnel may install, service, repair, recover, recharge, or dispose of equipment containing R32 refrigerant.
- Work areas must be adequately ventilated before and during service activities.
- Eliminate all ignition sources prior to commencing work.
- Approved refrigerant leak detection equipment suitable for R32 must be used.
- Fire extinguishing equipment suitable for electrical and refrigerant-related fires must be readily available.
- No smoking is permitted during installation or servicing procedures.

Service and Maintenance Procedures

- Perform a safety assessment before commencing work.
- Inspect the work area for potential ignition hazards.
- Verify refrigerant concentrations are within safe limits before opening the refrigerant circuit.
- Follow manufacturer-approved service procedures only.
- Ensure all safety labels remain visible and legible.
- Replace components only with approved replacement parts.

Electrical Component Servicing

- Isolate electrical power before removing covers or accessing electrical components.
- Verify capacitors are fully discharged before handling electrical circuits.
- Confirm earth continuity before recommissioning equipment.
- Inspect wiring, terminals, seals, and glands for deterioration or damage.
- Do not energise equipment with unresolved safety faults.

Leak Detection and Refrigerant Recovery

- Never use an open flame or halide torch to detect refrigerant leaks.
- Use calibrated electronic leak detectors suitable for R32 refrigerant.
- If a refrigerant leak is detected, remove all ignition sources immediately.
- Recover refrigerant using approved recovery equipment and cylinders only.
- Do not mix refrigerants during recovery or storage.
- Compressed air and oxygen must never be used for refrigerant purging.

Charging, Evacuation and Commissioning

- Pressure test the system using approved procedures before charging.
- Leak test the system before commissioning.
- Use only the refrigerant type and charge specified on the rating label.
- Avoid overcharging the system.
- Ensure the refrigeration system is properly earthed before charging.
- Record service information and refrigerant quantities as required by local regulations.

Decommissioning and Disposal

- Recover all refrigerant before dismantling equipment.
- Label equipment clearly when decommissioned and refrigerant-free.
- Dispose of refrigerants, oils, and components in accordance with local environmental regulations.
- Recovered refrigerant must be returned to an authorised recovery or recycling facility.

Safety Reminder

Always disconnect the power supply before inspection, cleaning, maintenance, or repair work.

Installation Guide

Transporting the Heat Pump

To prevent damage during transportation, always keep the heat pump upright. Do not turn the unit upside down and do not tilt it more than 45° in any direction. Handle the unit carefully and avoid impacts during transport.

Choosing the Installation Location

Selecting the correct installation location is essential for optimum performance, energy efficiency and long-term reliability.

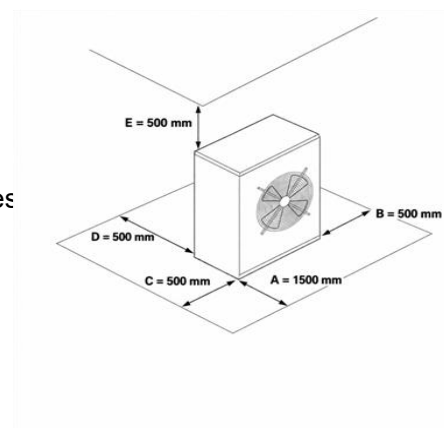
Recommended installation conditions:

- Install outdoors in a well-ventilated area.
- Position the unit where it can receive good airflow and, where possible, direct sunlight.
- Mount the unit on a solid, level base such as a concrete slab.
- Raise the base above ground level to prevent flooding during heavy rain.
- Ensure easy access for servicing and maintenance.
- Install a drain connection to safely discharge condensation water.

Do not install the unit:

- In enclosed or poorly ventilated spaces.
- Near flammable or explosive materials.
- Within 1 metre of gas heaters or fossil-fuel-burning appliances.
- In areas exposed to corrosive gases, excessive dirt, dust or fallen leaves
- Minimum clearance requirements:

Front 1500 mm, Rear 500 mm, Sides 400–500 mm.



Installing the Heat Pump

Step 1: Carefully remove all packaging and inspect the unit for damage.

Step 2: Position the heat pump securely on the prepared base.

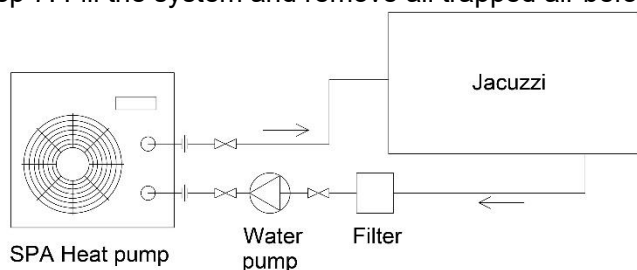
Step 3: Install the drain connector and drain pipe to manage condensation.

Step 4: Connect and insulate all water pipework.

Step 5: Connect the electrical supply according to local regulations.

Step 6: Connect the circulation pump if required, following the wiring diagram. The circulation water pump may be connected directly to the heat pump control box via the dedicated 220V~, 1Ph, 50Hz pump terminal. Refer to the wiring diagram for installation details. When connected correctly, the circulation pump and heat pump will start and stop automatically together, ensuring efficient system operation

Step 7: Fill the system and remove all trapped air before operation.

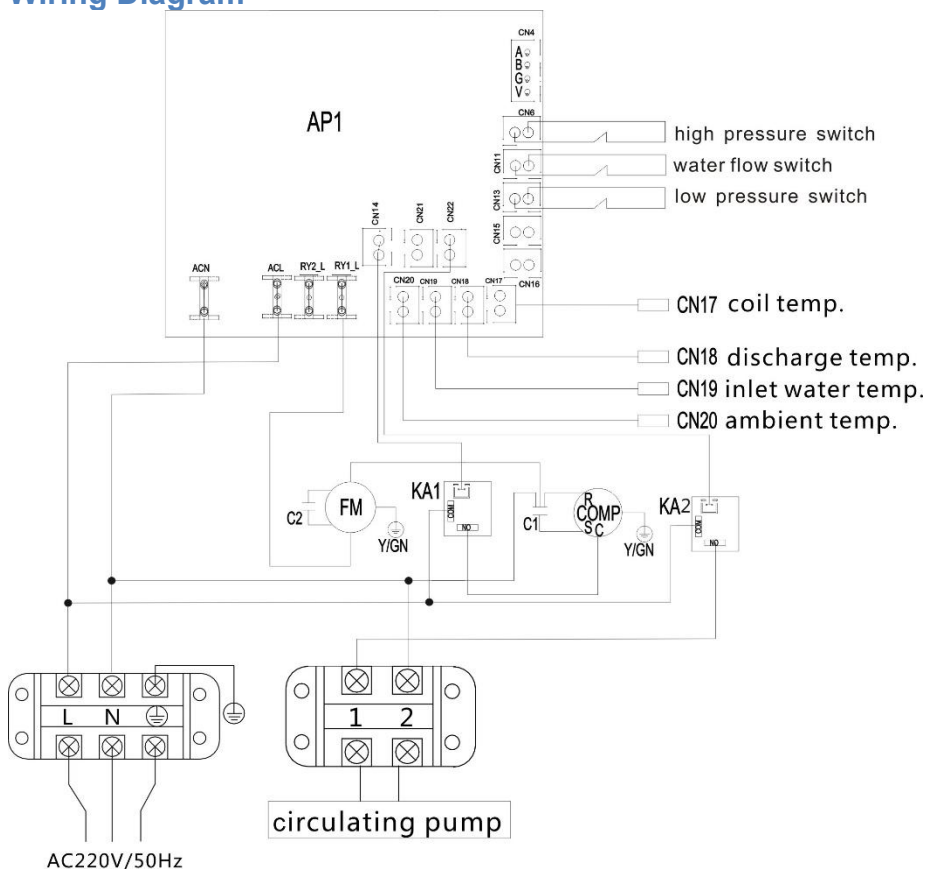


Electrical Installation

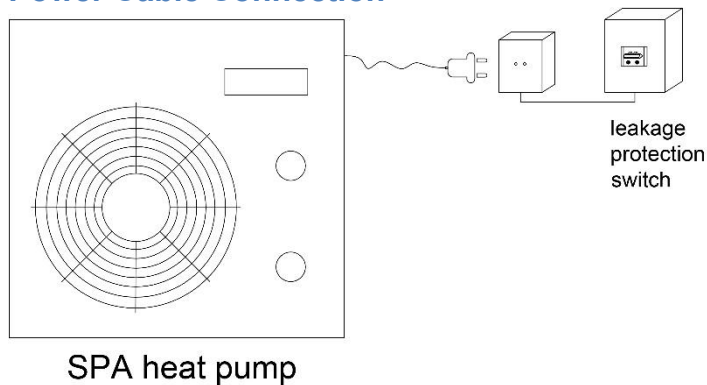
WARNING: Electrical installation must be carried out by a qualified electrician and must comply with all applicable local regulations.

- Ensure the unit is properly earthed (grounded).
- Use a dedicated power supply suitable for the heat pump rating.
- Install short-circuit protection and a residual current device (RCD).
- Disconnect power before servicing or opening the electrical enclosure.
- Replace damaged cables or switches immediately.
- Never use the main power isolator as the normal ON/OFF control for the unit.

Wiring Diagram



Power Cable Connection



Final Installation Checklist

- ✓ Unit securely mounted and level
- ✓ Water connections leak-free
- ✓ Drain connection installed
- ✓ Electrical wiring completed by a qualified electrician
- ✓ Earth connection verified
- ✓ Adequate clearances maintained
- ✓ System filled and air removed

Commissioning and Trial Operation

Pre-Start Inspection

Before starting the heat pump for the first time, a qualified technician should verify the following:

- The electrical power supply is correctly connected and all wiring has been completed according to local regulations.
- All water valves are fully open and water can circulate freely through the system.
- The air inlet and air outlet are free from obstructions.
- The fan rotates in the correct direction.
- All operating parameters have been configured correctly.
- A suitable condensate drainage path has been installed.
- Any trapped air has been removed from the circulation pump and pipework.
- Children and unauthorized persons are kept away from the unit during operation.

Important:

- Never insert hands, tools, or any objects into the fan opening. The fan operates at high speed and may cause serious injury.
- If the unit is stopped and restarted, a built-in 3-minute protection delay will occur before the compressor starts.

Trial Operation

1. Switch on the power supply.
2. Start the heat pump using the control panel.
3. Observe the unit during operation and verify that:
 - Water is circulating correctly.
 - Airflow is unobstructed.
 - No unusual vibration, noise, or alarms are present.
 - Condensate water drains correctly.

- The unit operates normally and reaches the desired operating condition.

Important Cautions

If any of the following conditions occur, stop the heat pump immediately, disconnect the power supply, and contact an authorized service technician.

Do not attempt to repair the unit yourself. Improper repairs may result in electric shock, fire, personal injury, or further damage to the equipment.

Stop using the unit immediately if:

1. The fuse blows repeatedly or protection devices trip frequently.
2. Electrical wires, plugs, or switches become unusually hot.
3. Unusual noises are heard during operation.
4. Abnormal smells are detected from the unit.
5. Electrical leakage or signs of electric shock are present.

Control System

Controller Overview

The control panel displays operating status, water temperature, system information, and fault codes.



Display Indicators

- Normal Operation: The display shows the inlet water temperature.
- Fault Condition: The display shows an error code.
- Defrost Mode: The defrost icon flashes. 
- Heating Mode: The heating icon remains illuminated. 
- Circulation Pump: Icon illuminated when operating and flashes during manual operation. 
- Icon   are not available on this model.

Button Functions

The controller is operated using the Power, Settings, Up and Down buttons.

1. Power Button

- Press once to turn the unit ON or OFF.
- Returns the display to the main screen.

2. Settings Button

- View operating status parameters using the up and down arrows.
- Access technician settings using the  button. (authorized personnel only).
- Used for system reset functions.

3. Up / Down Buttons

- Adjust water temperature settings.
- Scroll through menus and parameters.
- Press and hold the Down button for 3 seconds to activate Wi-Fi pairing.

4. Resetting the Controller

To restore factory default settings:

- Ensure the unit is switched OFF.
- Press and hold the Settings button for 3 seconds.
- The display will show 'EFF' and all settings will return to their default values.

5. Operating Status Parameters

Press the Settings button and use the Up/Down buttons to view live operating information.

Code	Description
d0	Ambient temperature
d1	Inlet water temperature
d2	Discharge temperature
d3	Coil temperature
D4	Compressor status
D5	Fan status
D6	Four-way valve status
D7	High-pressure switch status
D8	Low-pressure switch status
D9	Water flow switch status
D10	Outlet water temperature
D11	Suction temperature

6. Technician Settings

Advanced system parameters are intended for qualified service technicians only. Incorrect settings may affect performance, safety, or warranty coverage.

To access technician settings:

1. Ensure the unit is switched OFF.
2. Press and hold the Power button for 3 seconds.
3. Use the Settings button to select a parameter.
4. Use the Up and Down buttons to adjust the value.
5. Press the Settings button again to save and exit.

Important Note

Most users will only need to adjust the water temperature set point. All other system parameters should only be modified by qualified technicians.

CONTROLLER PARAMETERS

Code	Parameters description	Range	Default	Remark
C0	Heating mode return-water temp. setting	15°C~40°C	38°C	adjustable
C1	Temp. difference value for turn-on automatically	1°C~10°C	2°C	adjustable
C2	Power failure	0~1	1 (with memory)	adjustable
C3	Discharge temp. too high protection	30°C~120°C	110°C	adjustable
C4	Max return water temp. setting	30°C~60°C	40°C	adjustable
C5	min. return water temp.	5°C~30°C	15°C	adjustable
C6	N/A	0°C~18°C	0	adjustable
C7	for cooling mode N/A	7°C~30°C	26°C	
C8	for cooling mode N/A	0°C~18°C	2°C	
C9	for cooling mode N/A	0°C~18°C	0	
C10	for cooling mode N/A	20°C~35°C	30°C	
C11	for cooling mode N/A	2°C~18°C	7°C	
C12	ambient temp. too low protection	-25-20°C	-7°C	adjustable
C13	ambient temp. too high protection	35-60°C	42°C	adjustable
C14	ambient temp. protection differences value	1-10°C	1°C	adjustable
C15-C25	reserve code			
C26	ambient temp. to activate electrical heating (if have element)	-5°C ~ 20°C	15	Not available
C27	temperature differences to activate the electrical heating automatically	1~5°C	5	Not available
C28	temperature differences to activate the electrical heating manually	1~5°C	2	Not available
C29	for auto mode N/A	7~40°C	38	
C30	water pump	0~1	0	
C31	water pump run interval	30~90min	60min	
C32	electrical heating	0: No 1: Yes	1	
H0	accumulated heating operation time set value	1~240min	45min	adjustable
H1	Max. Defrosting run time	1~25min	8min	adjustable
H2	exit defrosting process temp.	1~25°C	12°C	adjustable
H3	Enter defrosting process temp.	-20~20°C	-1°C	adjustable
H4	ambient temp. & coil temp. differences value for entering defrosting process	0~15°C	5°C	adjustable
H5	ambient temp. for entering defrosting process	0~20°C	20°C	adjustable
P1	N/A	/	3	

C33	N/A	25~60°C	35	
C34	forced defrosting	0: not activate 1: activate	0	

Safety and Protection Features

The GTSP007Y Heat Pump is equipped with multiple safety and protection functions to help ensure reliable operation and protect the unit from damage.

1. Compressor Overheat Protection

Automatically stops the compressor if the discharge temperature becomes too high, helping to prevent damage to the refrigeration system.

2. Water Inlet Temperature Sensor Protection

Detects faults with the water inlet temperature sensor and displays an error code if a problem is identified.

3. Compressor Temperature Sensor Protection

Monitors the compressor discharge temperature sensor and alerts the user if a sensor fault occurs.

4. Ambient Temperature Protection

Protects the heat pump from operating outside its recommended ambient temperature range.

5. Ambient Temperature Sensor Protection

Detects faults with the outdoor air temperature sensor to ensure accurate system operation.

6. Coil Temperature Sensor Protection

Monitors the heat exchanger coil temperature and detects sensor faults that could affect performance.

7. Low Refrigerant Pressure Protection

Automatically protects the system if refrigerant pressure falls below safe operating levels.

8. High Refrigerant Pressure Protection

Protects the refrigeration system by stopping operation if refrigerant pressure exceeds safe limits.

9. Water Flow Protection (Optional)

If fitted, the water flow switch monitors water circulation and prevents operation when insufficient water flow is detected. This protection may be used instead of the high-pressure protection option, depending on the model configuration.

10. Automatic Restart Memory

In the event of a power interruption, the heat pump will automatically resume operation using the previous settings once power is restored.

WIFI SETUP

Connecting the Heat Pump Controller to Wi-Fi

The GTSP007Y heat pump controller can be connected to a Wi-Fi network, allowing you to monitor and control the heat pump remotely using a compatible mobile device and app.

Before You Begin

- Ensure the heat pump is connected to a power supply and switched on.
- Verify that a stable 2.4 GHz Wi-Fi network is available at the installation location.
- The controller should be installed in an area with a strong and reliable Wi-Fi signal to ensure stable communication.

Activating Wi-Fi

- The Wi-Fi function can be activated once the heat pump has been connected to the power supply.
- Wi-Fi settings can be accessed whether the heat pump is operating or in standby mode.
- The Wi-Fi feature can be enabled or disabled through the controller settings menu.

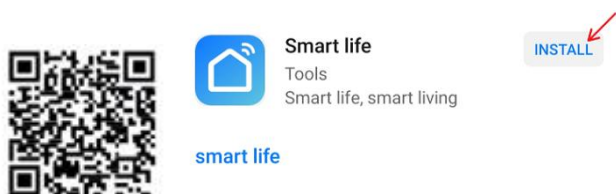
Note: Poor Wi-Fi signal strength may affect connectivity and remote-control performance. If connection issues occur, move the Wi-Fi router closer to the heat pump or use a Wi-Fi signal extender to improve coverage.

1. Connect your cell phone to your Wi-Fi,

Turn on the “Location” & “Bluetooth” function on your cell phone.

2. Download and Install the Tuya Smart Life App :

- Locate and download the " Tuya Smart Life " app from either the Apple App Store or Google Play Store .
- Alternatively , scan the QR code below to access the app .

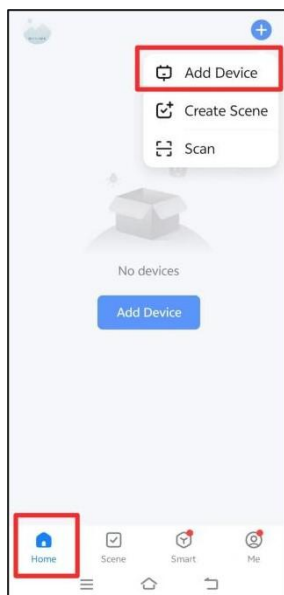


3. Open “smart life” APP on your cell phone.



4. Register an account or log in with existing account,
refer to the picture on the right.

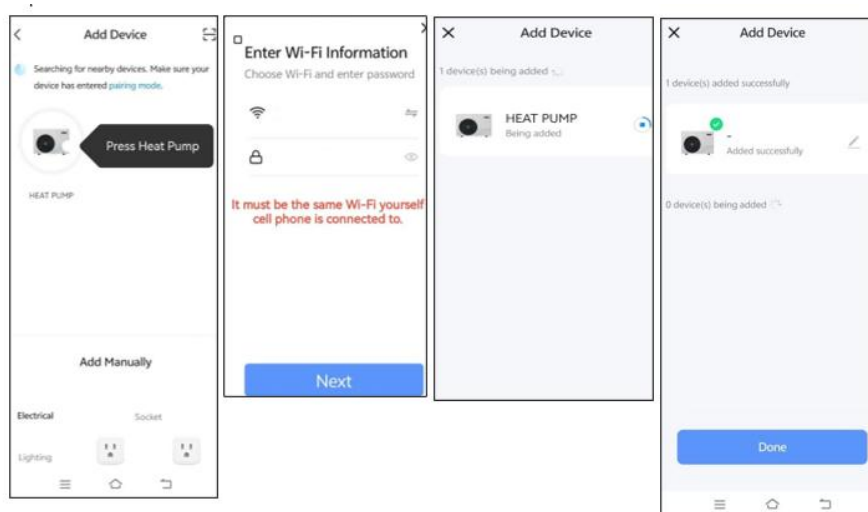
5. Log in App “Smart life” on your phone. Click “+” at upper right corner, then Add Device.



6. Now press button  to turn on the unit, then long press button  for 3 seconds until the icon blinking on the screen.

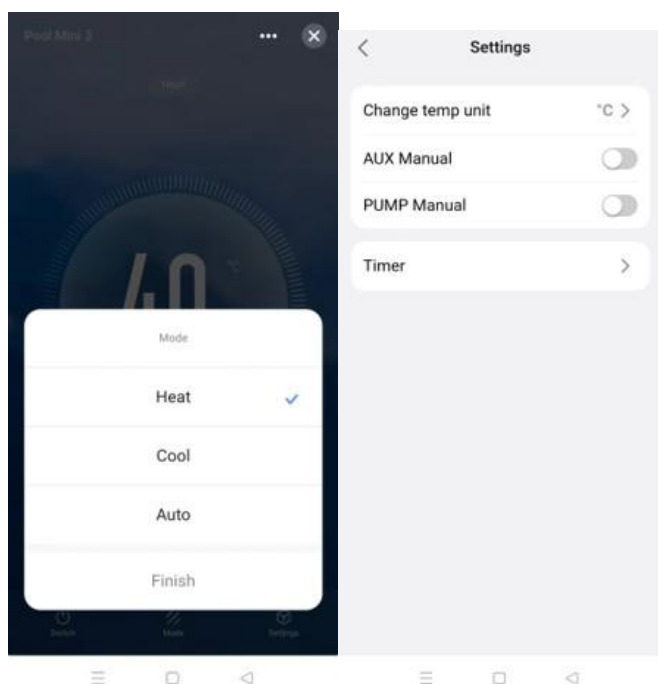
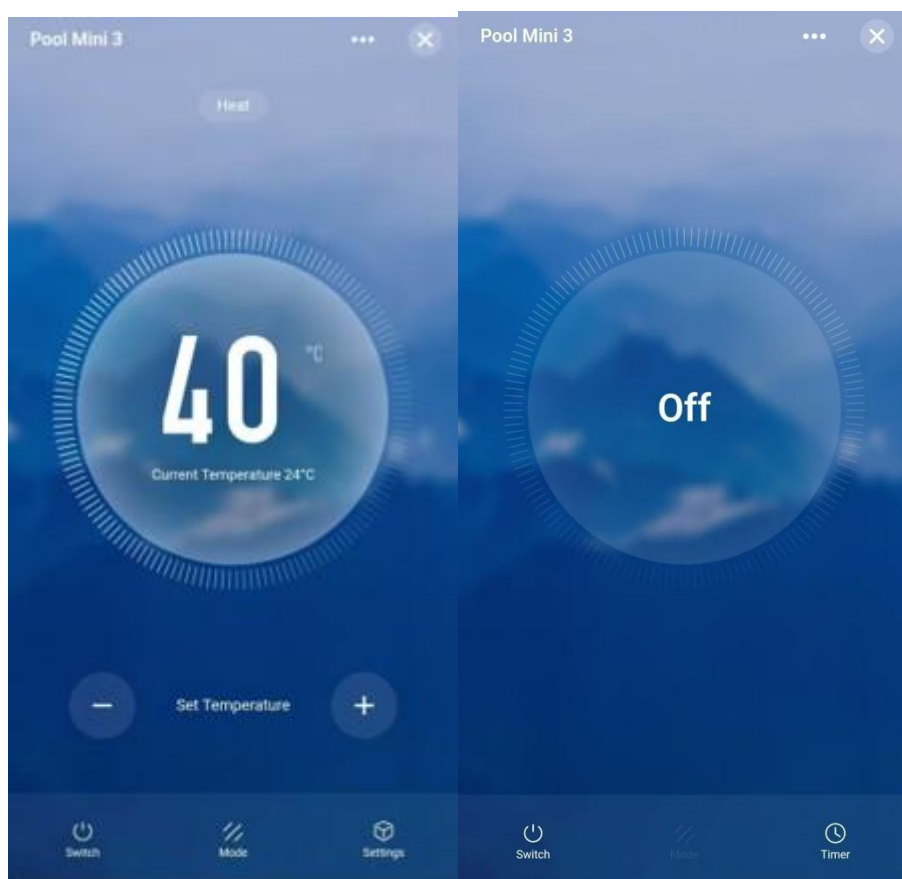


7. Now look at your mobile phone, press “Heat Pump”, enter Wi-Fi information, then waiting for the process.



8. Added successfully, the SPA heat pump could be controlled by cell phone, including Switch on/off, set temp.

timer setting, etc. (Note: this heat pump is for heating only, Cool & Auto mode is not available.)



Trouble Shooting

ERROR CODE	Protection / Fault Description
E00	Ambient Temperature Too High Protection
E01	Water Inlet Temperature Sensor Fault
E02	Ambient Temperature Sensor Fault
E03	Compressor Discharge Temperature Too High Protection
E04	Compressor Discharge Temperature Sensor Fault
E05	Coil Temperature Sensor Fault
E06	Water Flow Protection
E07	Suction Temperature Sensor Fault
E18	Water Outlet Temperature Sensor Fault
EL	Low Refrigerant Pressure Fault
EH	High Refrigerant Pressure Fault

Note:

When a fault or protection code is displayed, the heat pump may stop operating to protect the system from damage. If the fault persists after restarting the unit, disconnect the power supply and contact an authorised service technician.

Table 2

Problem/ symptom	Likely Causes	Correction
The unit doesn't work	◇Power failure ◇Fuse blow ◇circuit breaker trip	◇Turn off the switch, check the Power supply ◇Replace the fuse ◇check wiring in the unit, see wiring and schematic diagram, test components for shorts
The pump is working but too noisy and the water is not cycled	◇Lack water In the system ◇There is air in the water circulation ◇Any valve in the system is not open ◇Filter stoppage	◇Check the water refill device and fill in with water ◇Discharge the air ◇Open all the valves ◇Clean the filter
Low heating capacity	◇Low refrigerant ◇bad insulation for water system ◇Dry filter stoppage ◇heat exchanger is inefficient ◇Low water-flow	◇Check for proper charge and possible refrigerant leak ◇Improve heat insulation ◇Replace the dry filter ◇Clean heat exchangers ◇Clean the water filter ◇check water pump
The compressor doesn't work	◇Power failure ◇Compressor contactor destroyed ◇Poor connection	◇Check it and solve the problems ◇Replace contactor ◇Check and renovate it

	◇Overheating protection ◇water outlet temperature is too high ◇Inadequate water-flow	◇Check and solve the problems ◇Reset a proper temperature ◇Clean the water filter and discharge the air in the water system
The compressor works but too noisy	◇Liquid refrigerant goes into the compressor ◇interior components destroyed ◇Inadequate refrigeration oil	◇Check the expansion valve ◇Replace the compressor ◇Add in adequate refrigeration oil
The fan doesn't work	◇Capacitor damaged ◇The fans are not fixed well ◇The fan motor burned out ◇Contactor destroyed	◇Replace Capacitor ◇Fix it well again ◇Replace the fan motor ◇Replace the Contactor
Compressor works but not heating	◇Refrigerant leakage ◇Compressor fault	◇Check for proper charge and possible refrigerant leak ◇Replace compressor
Low water-flow protection	◇Water flow switch destroyed ◇Inadequate water-flow	◇Replace the switch ◇Clean the filter and discharge the air
Excessive discharge pressure	◇excessive refrigerant ◇Non-condensable gas in the Refrigeration cycle ◇Inadequate water-flow	◇Remove the superfluous refrigerant ◇Drive the gas out ◇Check the circulation and increase the flow
Low suction pressure	◇Drying filter stoppage ◇Lack of refrigerant ◇Excessive pressure drop in the heat exchanger	◇Replace the filter ◇Leak hunting and fill in standard quantity of refrigerant ◇Check the opening of electronic expansion valve

Model No.	GTSP007Y
Power supply	220-240V~/50Hz
Heating capacity	3.35kW
Standard input power	0.55kW
Rated current input	4.3A
Max exhaust pressure	4.2MPa
Max suction pressure	1.8MPa
Max allowable pressure	4.2MPa
Max water temperature	40°C
Degree of protection	IPX4
Shockproof level	I
Earth requirement	≤0.1Ω
Water flow rate	0.57/m³/h
Net weight	21kg
Dimension	400*315*450mm
Water connection	50mm
Noise level	≤50dB(A)
Working ambient temperature	-10°C~39°C
Refrigerant/Charge  A2L	R32/200g
Test condition: ambient temp.DB/WB=24°C/19°C, inlet/outlet water temp.=26°C/28°C	
GMC Airconditioning (Pty) Ltd 35 Sarel Baard Crescent Gateway Industrial Park Centurion 0046, South Africa. MADE IN CHINA 	

Maintenance

Important Safety Information

WARNING: Always switch off the heat pump and disconnect the power supply before carrying out any inspection, cleaning, or maintenance work.

Regular maintenance will help ensure efficient operation, extend the service life of the heat pump, and reduce the risk of unexpected faults.

Routine Maintenance

1. Disconnect the Power Supply

Before performing any maintenance or cleaning:

- Turn the heat pump off using the controller.
- Switch off the electrical isolator or circuit breaker supplying the unit.

2. Cleaning the Unit

- Do not use petrol, solvents, abrasive cleaners, or other harsh chemicals, as these may damage the unit's surface.
- Clean the exterior casing using a soft cloth dampened with water and a mild household detergent.
- Rinse with clean water and dry with a soft cloth if required.

3. Keep the Unit Clear

- Do not lean on the heat pump or place objects on top of it.
- Ensure the air inlet and outlet remain free from leaves, debris, vegetation, and other obstructions.
- Maintain adequate clearance around the unit to ensure proper airflow and efficient operation.

4. Clean the Heat Exchanger

- Keep the evaporator coil (air heat exchanger) clean and free from dirt, dust, leaves, and debris.
- Inspect the coil regularly and clean as required, typically every 1–2 months depending on the installation environment.
- A clean heat exchanger improves efficiency and heating performance.

5. Long-Term Shutdown

If the heat pump will not be used for an extended period: 1. Turn the unit off. 2. Disconnect the power supply. 3. Drain all water from the heat pump and connecting pipework. 4. Clean the unit and surrounding area. 5. Fit a suitable weatherproof protective cover.

Before restarting the unit after a long shutdown period:

- Remove the protective cover.
- Inspect the unit for signs of damage.
- Check all pipe connections and electrical connections.

- Ensure water circulation is established before switching the unit on.

6. Relocating the Heat Pump

If the heat pump needs to be moved to a different installation location:

- Do not attempt to relocate the unit yourself.
- Contact your dealer or an authorised service technician for assistance.
- Improper relocation may result in equipment damage, refrigerant leaks, or reduced performance.

Winter Protection (Winterising)

If the spa or hot tub is closed during winter, it is essential to drain all water from the heat pump and pipework to prevent freeze damage.

Winterising Procedure

1. Turn off the heat pump.
2. Switch off the circuit breaker or power supply.
3. Drain all water from the heat pump and connected pipework.
4. Ensure all drain points are fully emptied.
5. Fit a waterproof protective cover if the unit will remain outdoors.

Important: Failure to completely drain the heat pump during freezing conditions may result in damage to the heat exchanger and internal pipework. Freeze damage is not covered under warranty.

Disposal and Recycling Information

This product must not be disposed of with household waste or general municipal rubbish.

At the end of its service life, the heat pump and its electrical components should be taken to an authorised recycling or waste collection facility for proper treatment and disposal. Electrical and electronic equipment may contain materials that can be harmful to the environment if not disposed of correctly. Proper recycling helps conserve natural resources and prevents potentially hazardous substances from entering the environment.

For information on local recycling and collection facilities, contact your local council, waste management authority, or authorised recycling centre.

Important: Improper disposal of electrical equipment may result in environmental contamination and may be prohibited by local regulations.

SERVICE AND WARRANTY

GMC Airconditioning CC was established in 1995 and is one of South Africa's leading cooling and heating companies. We pride ourselves on 100% customer satisfaction and have the highest online rating of all heating and cooling companies in South Africa. We will strive to ensure you are 100% satisfied with your product.

In the rare case of encountering any issues with your product or would like some support please contact us directly on info@gmcaircon.com or www.gmcaircon.com or 012-661-1173 as this will allow us to react quickly to your request. If you have bought this product from one of our partner platforms, then contacting us directly will allow us to resolve the issue for you in a timelier fashion.

We are here to help you and ensure you are 100% satisfied.

Please read this instruction manual carefully before setting up or using this product. If you believe this product to be suffering from a manufacturing fault, or if you have any inquiries about this product, please contact our customer support.

CUSTOMER SUPPORT

GMC Airconditioning CC

35 Sarel Baard Crescent
Gateway Industrial Park
Centurion
0046

Telephone: +27 (12) 661-1173
Website: www.gmcaircon.co.za
Email: info@gmcaircon.com

When contacting our customer support, please have the information below available. All warranty requests must be accompanied by a proof of purchase, which is a copy of the original receipt.

Model:
Date of purchase:
Purchased from:
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